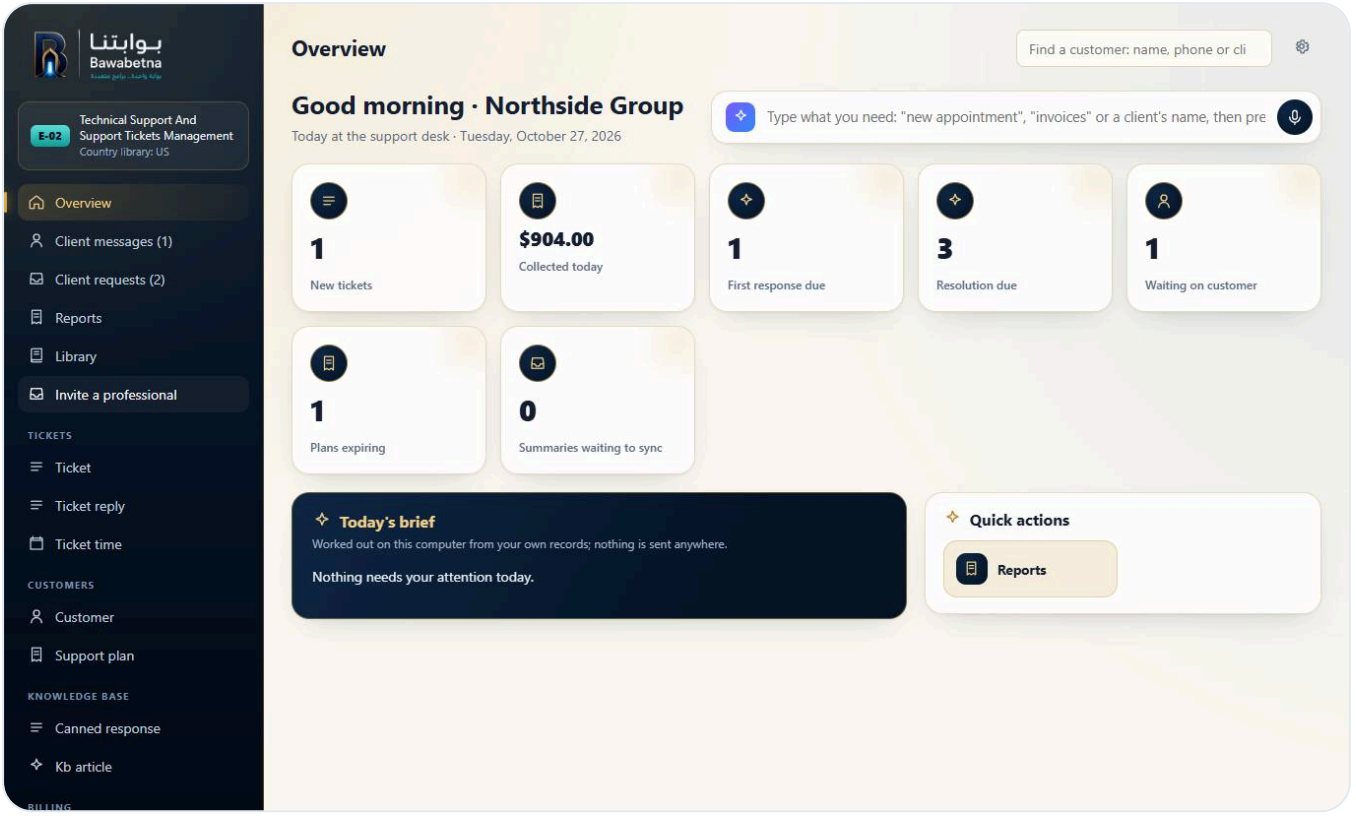
Bawabetna · User guide

Technical Support And Support Tickets Management

Every screen and every button, with real screens from the program.

Guide version 2026-10-27



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Getting started

Download the program from bawabetna.com or the Microsoft Store and install it. On first opening, sign in with your Bawabetna account. The first month is free with every feature.

The first-run assistant asks for a few details, then the program is ready:

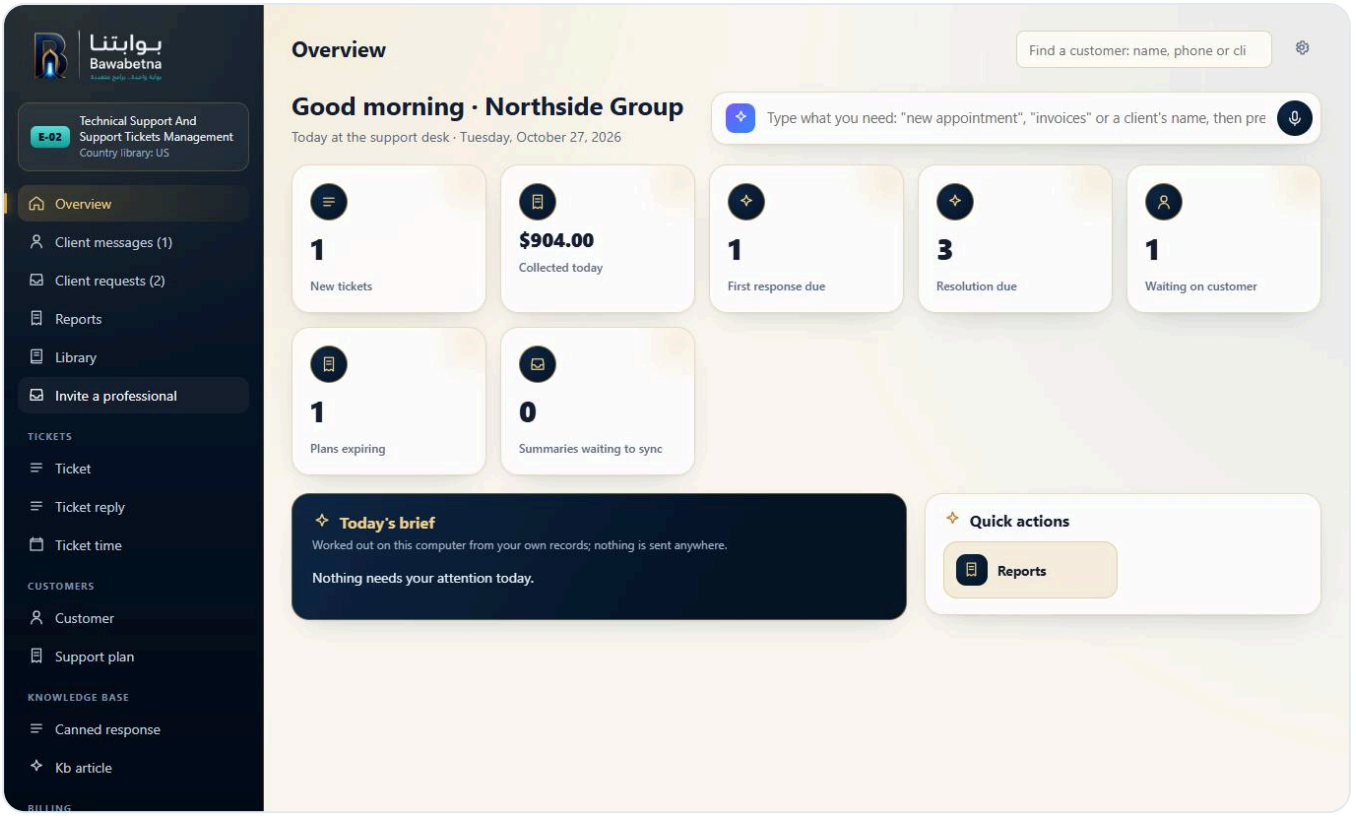
1. **Support desk**: Name, License number, Country, Default currency
2. **Branch**: Name, Phone
3. **Agent**: Full name, Email

Each person signs in with their own role and sees only the screens of that role:

- Accountant
- Agent
- Desk owner
- Manager
- Support lead

The home screen

The home screen shows today's work at a glance: counts, today's schedule, what is waiting and requests from clients. The command bar at the top opens any screen from a short sentence, such as a client's name or "new appointment".

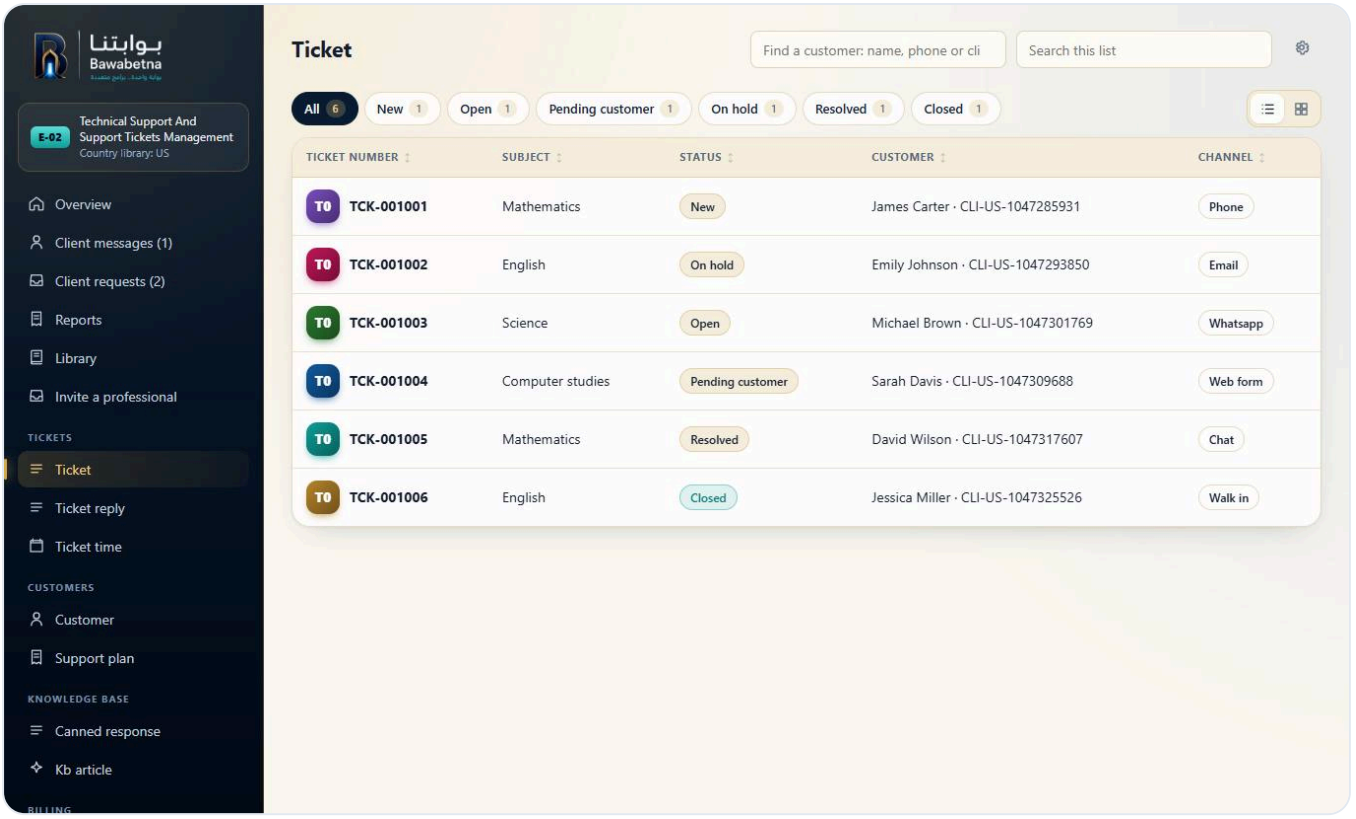


The home screen

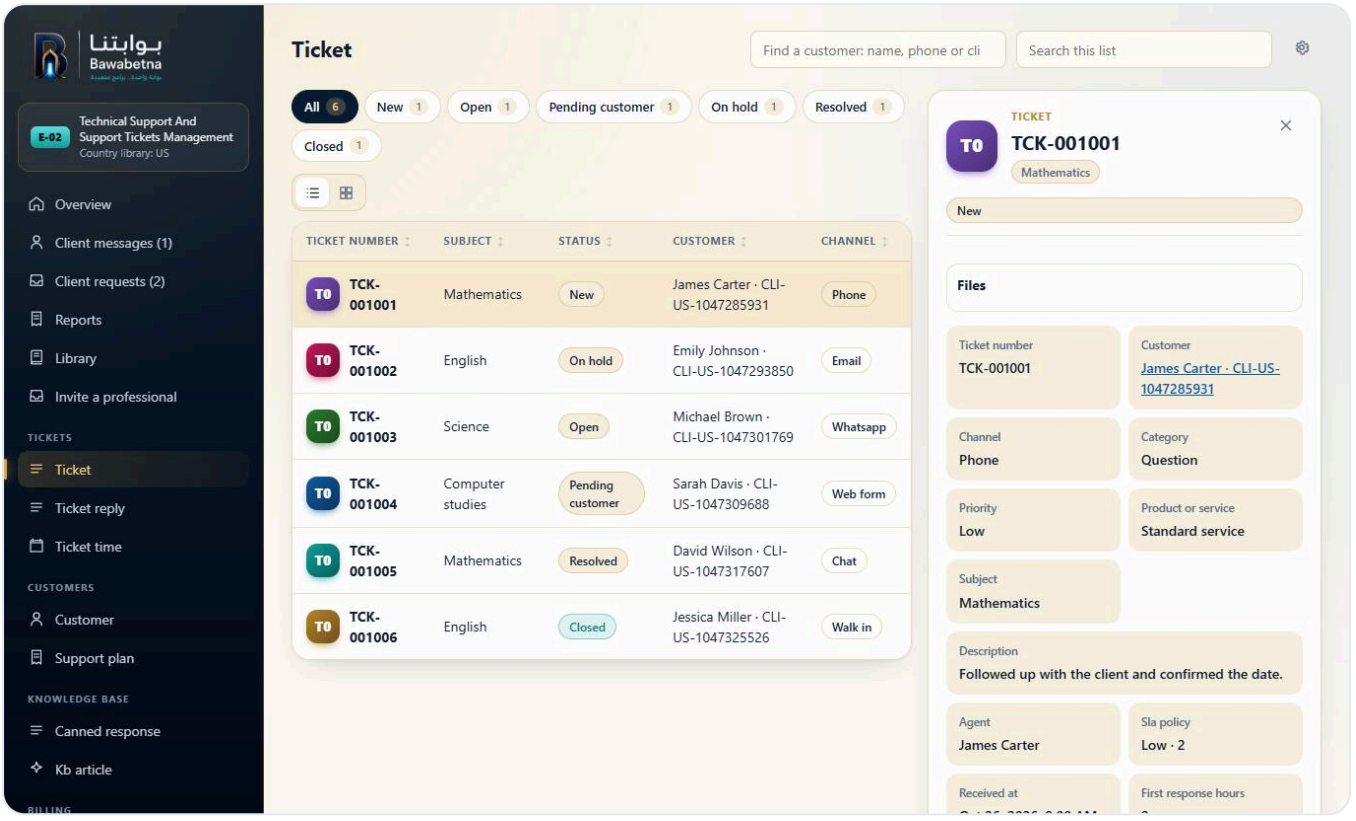
Screens and what you record in them

The side menu groups the screens by kind of work. Each screen lists its records: New adds one, a click opens it, and the buttons at the bottom of a record move it to its next stage.

Tickets



Ticket



A record open for editing

Ticket

What you record: Ticket number (worked out by the program), Customer (required), Channel (required), Category (required), Priority (required), Product or service, Subject (required), Description (required), Agent, Sla policy, Received at (worked out by the program), First response hours (worked out by the program), Resolution hours (worked out by the program), First response due (worked out by the program), Resolution due (worked out by the program), Status (required), Responded at (worked out by the program), Resolved at (worked out by the program), Resolution, Csat score, Csat comment, Files

Stages: A new record starts as "New".

New → Open · New → Closed · On hold → Open · Open → Pending customer · Open → On hold · Open → Resolved · Pending customer → Open · Pending customer → Resolved · Pending customer → Closed · Resolved → Closed · Resolved → Open

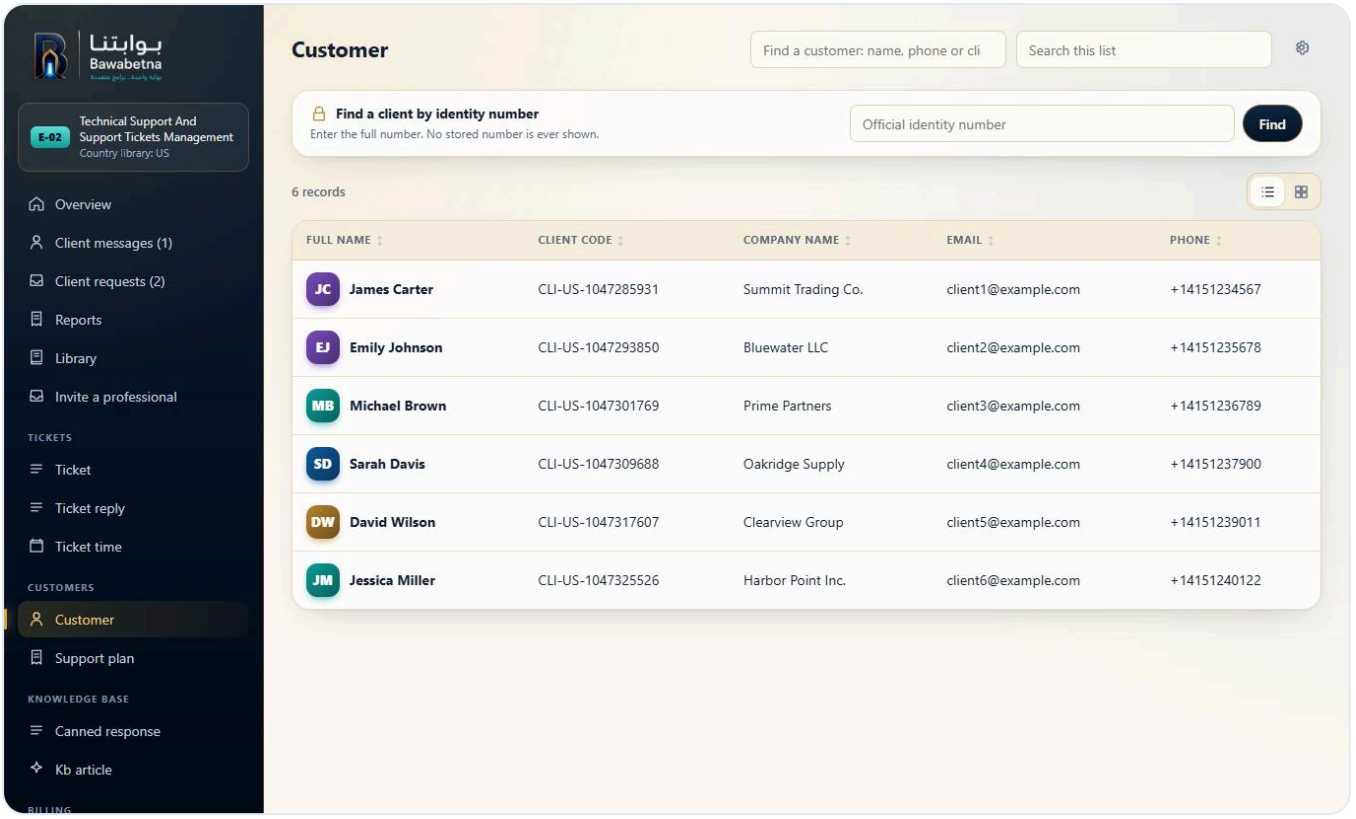
Ticket reply

What you record: Ticket (required), Direction (required), Sent at (required), Canned response, Body (required), Files

Ticket time

What you record: Ticket (required), Agent (required), Worked on (required), Minutes (required), Billable, Note

Customers



Customer

Customer

What you record: Full name (required), Company name, Email, Phone, Client code, Ecosystem registration, Identity country, Official identity number (required), Notes

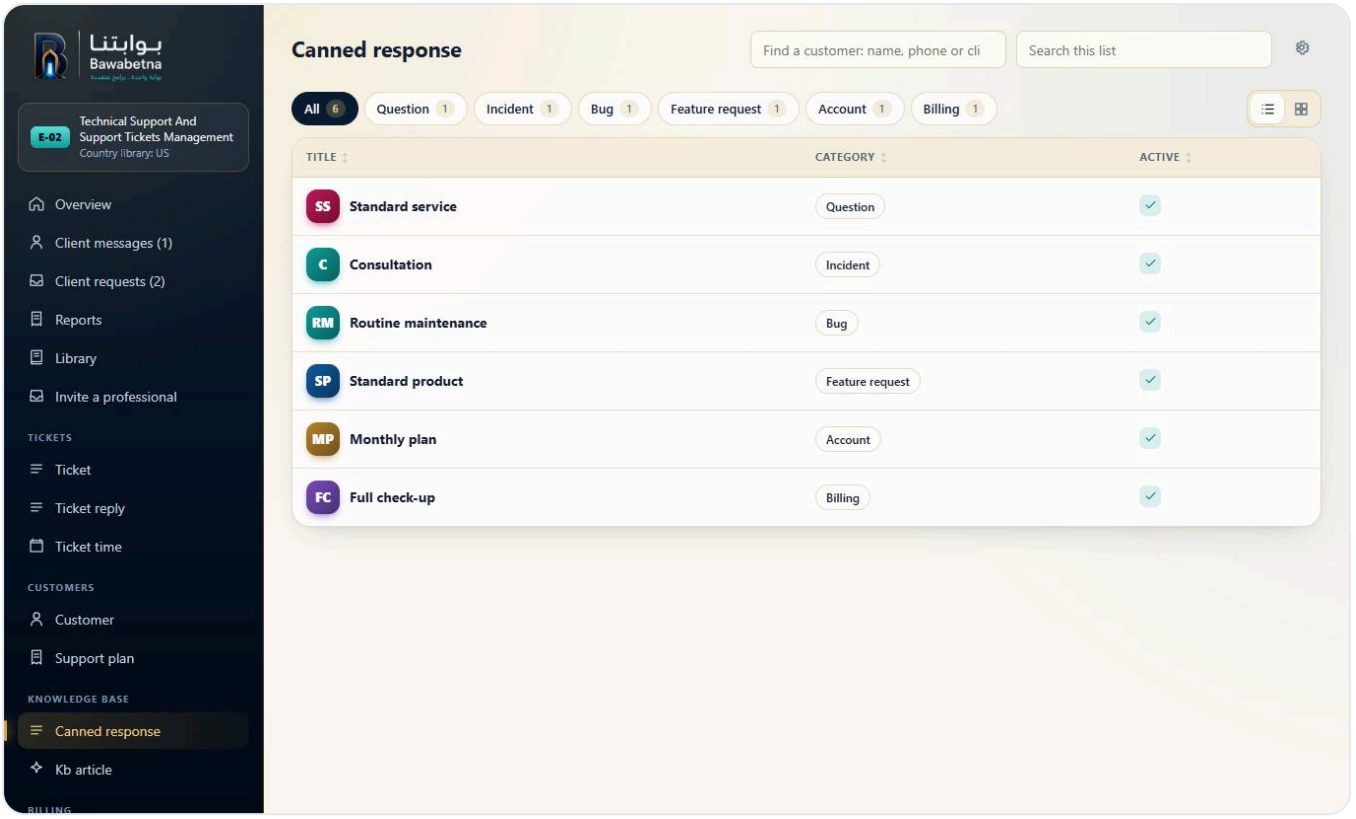
Support plan

What you record: Customer (required), Plan (required), Start date (required), End date (required), Hours included, Plan value, Status (required)

Stages: A new record starts as "Active".

Active → Expired | Active → Cancelled | Expired → Active

Knowledge base



Canned response

Canned response

What you record: Title (required), Category (required), Body (required), Active

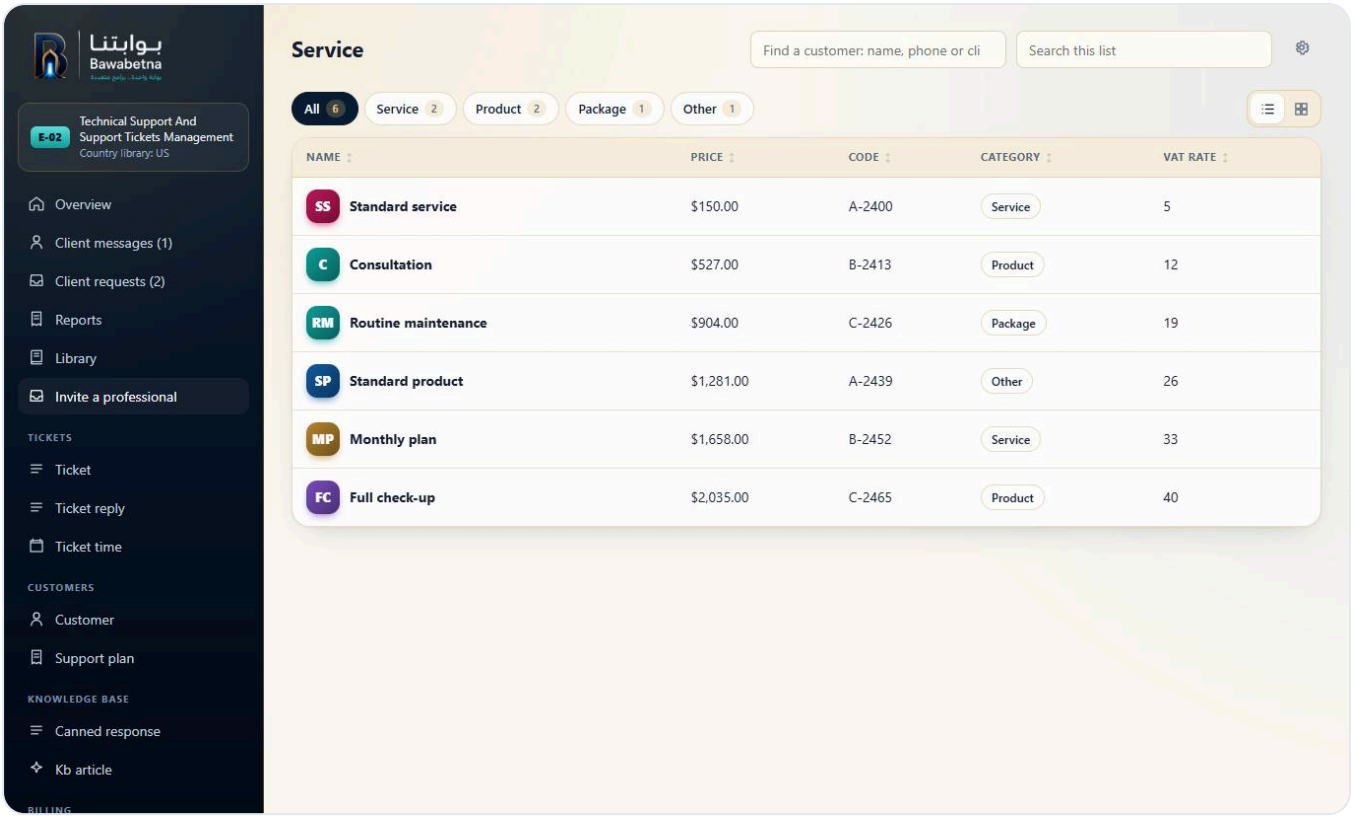
Kb article

What you record: Title (required), Category (required), Keywords, Body (required), Visibility (required), Status (required)

Stages: A new record starts as "Draft".

Archived → Published | Draft → Published | Published → Archived | Published → Draft

Billing



Service

Service

What you record: Code, Name (required), Category, Price (required), Vat rate (required), Active

Invoice

What you record: Invoice number (worked out by the program), Customer (required), Ticket, Currency (required), Issued at (worked out by the program), Subtotal (worked out by the program), Tax total (worked out by the program), Total (worked out by the program), Paid (worked out by the program), Refunded (worked out by the program), Net paid (worked out by the program), Balance (worked out by the program), Status (required), E invoice reference, Notes

Stages: A new record starts as "Draft".

Draft → Issued | Draft → Voided | Issued → Voided | Refunded → Reconciled | Settled → Reconciled

Invoice line

What you record: Invoice (required), Service, Description (required), Quantity (required), Unit price (required), Discount, Vat rate (required), Line net (worked out by the program), Line tax (worked out by the program), Line total (worked out by the program)

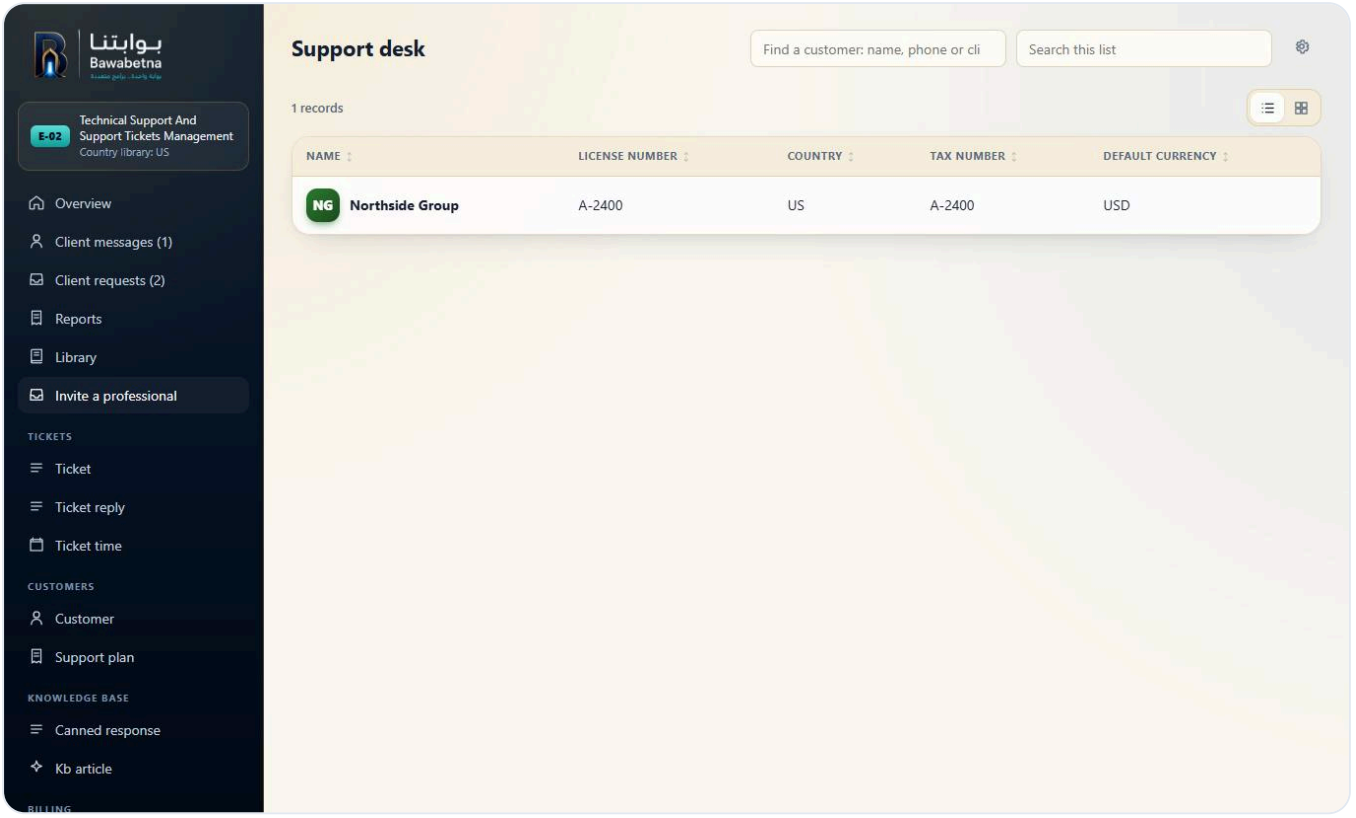
Payment

What you record: Receipt number (worked out by the program), Invoice (required), Amount (required), Method (required), Transaction reference, Paid at (worked out by the program)

Refund

What you record: Refund number (worked out by the program), Payment (required), Invoice (worked out by the program), Amount (required), Reason (required), Refunded at (worked out by the program)

Setup



Support desk

Support desk

What you record: Name (required), License number, Country (required), Tax number, Default currency, Whatsapp enabled, Online meeting link, Payment link, Review link, Ai assistant enabled, Ai model, Ai endpoint

Branch

What you record: Support desk (required), Name (required), Address, Phone

Agent

What you record: Branch (required), Full name (required), License number, Email, Tier, Skills, Active

Sla policy

What you record: Priority (required), Plan (required), First response hours (required), Resolution hours (required), Business hours only

Reports

Reports are worked out on your computer from your records. Choose a period, see the chart and the table, then print or export them. The reports of this program:

- Tickets by status
- Tickets by category
- Tickets and CSAT by agent
- Time by agent
- Tickets by customer
- Revenue by month
- Revenue by service
- Collections by payment method
- Outstanding balances by client
- Receivables aging (days since issue)

Working with your clients

A client with a Bawabetna Client Code can, from the free client app: book an appointment, write to you, send requests and documents, sign documents, see what they owe and pay you directly, tell you they have arrived, ask for an earlier time and see their points. Everything reaches this program with its next sync.

Your data

Your records are kept encrypted on your own computer; only a short summary of each transaction is sent to Bawabetna. Make a backup from Settings; it is encrypted with your recovery key.

Help

Write to info@bawabetna.com or use the contact page at bawabetna.com/contact.